



## **Operations Coordinator**

### **Job Description**

The Tennessee Department of Education is seeking an Operations Coordinator, positioned within the Division of Consolidated Planning and Monitoring (CPM), to perform multiple roles related to delivery management, daily operations, event planning, contracts management, and communications review. CPM is committed to providing excellent support and service to districts and other stakeholders in the effective implementation of federal education programs designed to prepare students for postsecondary and career success. The ideal candidate is committed to working collaboratively with internal and external partners, communicating clearly with all stakeholders, providing consistent and timely feedback, supporting flexibility and innovation where possible, and focusing on what is best for the students of Tennessee.

### **Specific duties and knowledge required include:**

- Manage conferences, trainings, meetings, and workshops, including web-based meetings.
  - Coordinate with venues to solicit bids; provide specific set up, scheduling, and equipment needs; complete purchasing/billing; and other event logistics.
  - Coordinate and collaborate with internal and external stakeholders and guest speakers regarding logistics, agendas, accommodations, materials, and resources.
  - Develop event schedules, registration processes, and develop, analyze, and summarize, surveys to improve future events, and communicate with internal stakeholders and other participants.
- Develop and review internal and external communications and plans.
  - Create and maintain department-approved templates.
  - Editing memos, blurbs, presentations, manuals, guidance, and other resources.
  - Compile, edit, and publish an e-newsletter and maintain the list-serve,
  - Assemble, manage, and revise CPM policies and procedures documents for consistency.
  - Train staff on updated communications procedures, offer feedback to strengthen processes, and communicate opportunities to collaborate with other staff members when recognized.
  - Respond to communications and requests (via email or phone) in a timely and professional manner.
- Manage a grants approval and revision process and assist online database (ePlan) users.
  - Coordinate an assigned team of reviewers to process applications in a timely manner.
  - Clearly communicate milestones and expectations with clarity and urgency.
  - Run reports, analyze results, and communicate steps to streamline internal team reviews to maximize workflow.
  - Develop a comprehensive, collaborative project tracker for team members to contribute to through project completion.
  - Provide technical assistance to staff members regarding grants approval.
  - Format and upload data in a .CSV format to an online database.
  - Check emails, respond to requests, and maintain a shared email account.
  - Answer questions via phone and/or email regarding user access.
- Serve as the contracts liaison to track and manage contracts and grants.
  - Collaborate with internal and external stakeholders to define contract needs.
    - Lead the initiative to write a detailed scope (description) of work for proposals, purchase orders, grant and fee for service contracts, and other agreements.

- Communicate with vendors and subgrantees regarding invoice procedures, payment, and/or reimbursement.
- Attend contract meetings and present projects for approval.
- As requested, support the Assistant Commissioner in the fiscal management of grants.
  - Maintain fiscal spreadsheets, track expenditures, and attend budget meetings.
- Assist with special projects as assigned by the Assistant Commissioner of Consolidated Planning and Monitoring and the Director of Compliance and Operations
- Other related duties as assigned

**Qualifications and Expectations:**

- Bachelor's degree (minimum) in relevant field
- Experience with grant management or related budget work
- Advanced proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook, OneNote)
- Very strong planning, organizational, and project management skills
- Strong oral and exceptional written communication skills
- Knowledge of contract and procurement procedures (experience with the Central Procurement Office and Edison contract entry procedures preferred)
- Three years of experience with contract management or related work preferred
- Three years of experience with event planning preferred
- Travel is required; must have a valid driver's license and reliable transportation.
- Submit detailed weekly reports and frequently updated project plans.

**Salary and Benefits:**

Salary is competitive and commensurate with qualifications. In addition, a [comprehensive benefits package](#) is included.

**Application Process:**

Interested candidates should submit a resume, cover letter, and references via [Education.Jobs@tn.gov](mailto:Education.Jobs@tn.gov). Applications will be reviewed on an ongoing basis.

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*